

Товар не оплачен

Как проверить, что оплата получена?

■ Заходим сверху My eBay
Selling Видим окошко
Orders

■ Если товар оплачен, он
будет показан
в Категории **Awaiting shipment - print shipping label** (оплачено, печать этикетки доставки)

■ Если товар не оплачен, он
будет показан в категории

The screenshot shows the eBay Seller Hub interface. At the top, there is a navigation bar with 'Overview - eBay Seller Hub', 'Ship to' (with a Russian flag), 'English', and 'My eBay' (circled in red with an arrow pointing to it). Below the navigation bar, there is a search bar with 'All Categories' and a 'Search' button. The main content area is divided into several sections. On the left, there is a 'Sales (31 days)' section showing '\$740.36'. In the center, there is a 'Seller level forecast' section showing 'Above Standard'. On the right, there is a 'Today's feedback' section showing '0' and a 'Growth recommendation' section showing '5'. Below these sections, there is a table of 'Orders' (circled in red) with a right-pointing arrow. The table has two columns: the order status and the number of orders. The rows are: 'Awaiting shipment - print shipping label' (12), 'All open returns/replacements' (0), 'Open cancellations' (0), 'Awaiting payment' (2), 'Orders eligible for combined purchases' (0), 'Shipped and awaiting your feedback' (17), 'Eligible for unpaid item cases' (0), and 'Resolution Center' (0*). At the bottom of the table, there is a 'Show more' link with a dropdown arrow. To the right of the 'Orders' table, there is a 'Listings' section with various options: 'Create listing', 'Drafts', 'Active listings' (with sub-options 'with questions' and 'with open offers from buyers'), 'all auctions' (with sub-option 'with reserve met \$61.50'), 'ending today', 'underperforming', 'Scheduled listings', and 'Unsold ended listings'.

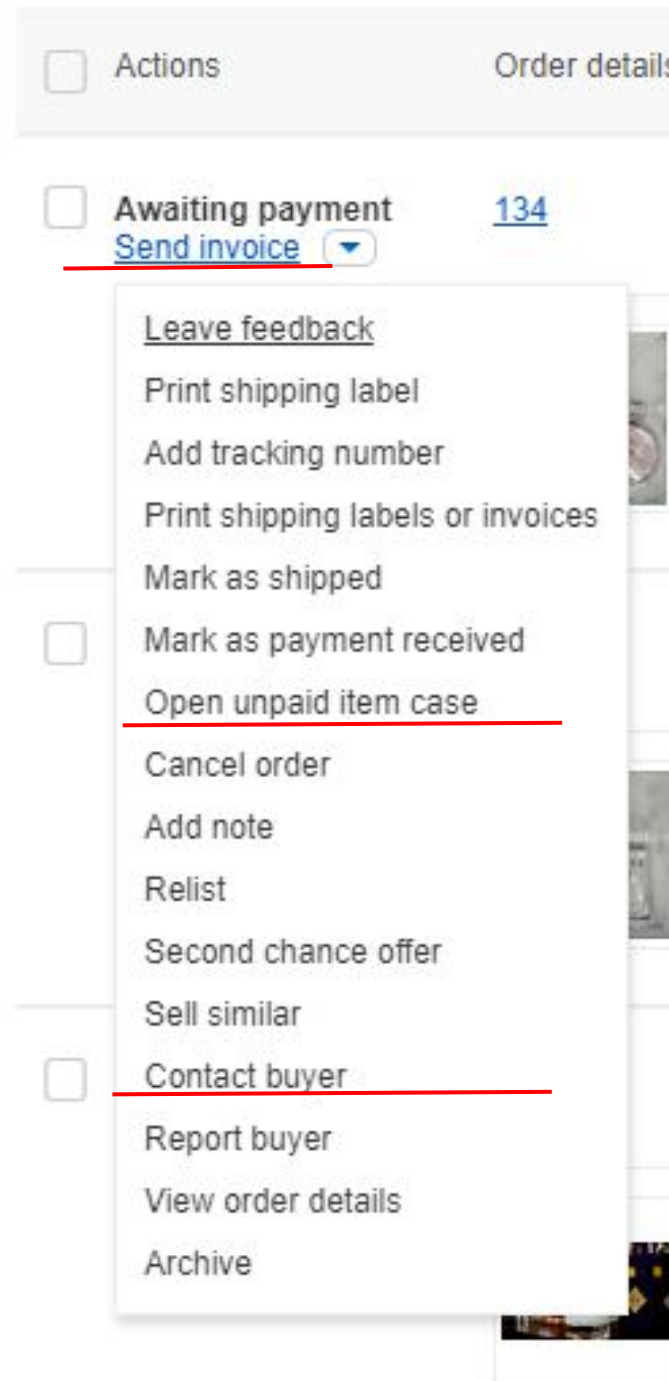
Category	Count
Orders	>
See all orders	
<u>Awaiting shipment - print shipping label</u>	12
All open returns/replacements	0
Open cancellations	0
<u>Awaiting payment</u>	2
Orders eligible for combined purchases	0
Shipped and awaiting your feedback	17
Eligible for unpaid item cases	0
Resolution Center	0*
Show more	▼

Category	Count
Sales (31 days)	\$740.36
Seller level forecast	Above Standard
Today's feedback	0
Growth recommendation	5

Category	Count
Active listings	with questions
Active listings	with open offers from buyers
all auctions	with reserve met \$61.50
ending today	
underperforming	

Покупатель не оплатил товар, что делать?

- Ждать, не паниковать. У покупателя по правилам есть 48 часов на оплату товара
- Некоторые забывают об оплате. В этом случае, нужно им напомнить. Можно связаться с покупателем в личных сообщениях (**Contact buyer**), а можно отправить счет (**Send invoice**)
- Если покупатель не оплачивает товар, игнорирует вас и прошло уже несколько дней, нужно открыть против него диспут (**Open unpaid item case**)



Как открыть диспут (кейс) против покупателя?

■ В категории **Awaiting payment** находим **Open unpaid item case**. Вы перешли в меню открытия кейса. Найдите **The buyer has not paid for the item** ставите отметку и нажимаете **Submit**

■ У покупателя будет 4 дня на оплату товара. После этого можете либо дальше ждать оплаты, либо закрыть диспут. В этом случае, eBay вернёт вам комиссию за проданный товар

■ Плюсы диспута:

Покупатели после этого более охотно оплачивают товар

Покупатель с открытым диспутом НЕ СМОЖЕТ оставить вам негативный отзыв

■ Минусы диспута:

Покупателям не нравится открытый против них диспут. Это плохо повлияет на их профиль, если они по итогу не оплатят

Open unpaid item case

(1 UPI reminder)

Record No	Buyer Email
134	[REDACTED]@gmail.com
134	(313023123230) Chanel Chance Eau Tendre Eau de Toilette EDT 3.4 Fl.OZ 100 ml NEW Authentic

The buyer has not paid for the item

Legend: Email Sent Checkout Complete Paid Shipped Shipped By Cash on delivery Unpaid Item Reminder Sent Final Value Fee credited Final Value Fee credit not granted

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Как закрыть кейс против покупателя?

■ Заходим на сайт <https://resolutioncenter.ebay.com/>

■ Если написано **Unpaid item case open – awaiting payment. You can close this case now**, значит вы можете закрыть диспут

■ Для этого нажимаем **Take action** **Receive fee credit**
 Have you received payment from the buyer?
Выбираем **No**

Resolution Center

Resolve a problem

We always encourage our members to communicate with each other when there's a problem with a transaction. The first step is to contact the member through the Resolution Center and try to resolve the problem.

To start the resolution process, please tell us what your problem is:

I bought an item.
 I haven't received it yet.
 I received an item that does not match the seller's description.

I sold an item.
 I haven't received my payment yet.
 I need to cancel a transaction.

Continue | [My problem is not listed here](#)

- Help**
- [How eBay Buyer Protection works](#)
 - [What to do when a buyer doesn't pay](#)
 - [Canceling a transaction](#)
 - [What to do when you don't receive your item or it's not as described](#)
 - [Resolving buying problems](#)
 - [Resolving selling problems](#)
 - [Report a problem with a buyer](#)

Your requests and cases (1 current month)

No open request or cases | **1 request or case has been closed** | **No return requests are open.**
No payment disputes are open on your sold items.

View Period

Item	Problem	Amount	Opened on	Trading Partner	Status
There were no requests or cases found during this time period.					